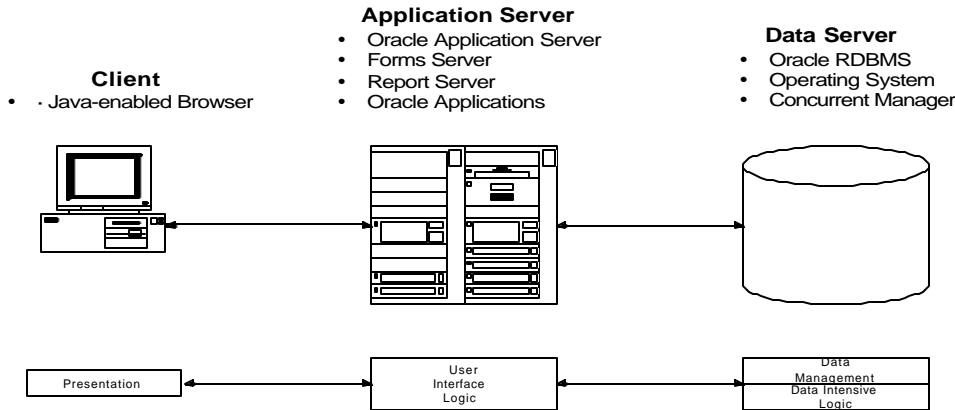# Due Diligence Checklist

NOTE: All questions are directed at describing the current environment. If there will be a change in the type or level of service when the system is migrated to CSC then this should be annotated in the comments/remarks section of the data spreadsheet.

Technical Support:

- System Configuration:
  - System/Network drawing (if available, if not draw one by hand)

Application Server
- Oracle Application Server
- Forms Server
- Report Server
- Oracle Applications

Data Server
- Oracle RDBMS
- Operating System
- Concurrent Manager

Client
- · Java-enabled Browser

Presentation ← User Interface Logic ← Data Management Data Intensive Logic

FMS Oracle Financials Architecture

- Number of Production, Standby, and Test systems

  – The FMS design is based on the following:

Computing Environment	Server	Application Version(s) & DBMS Instance(s)
Development	Application	Development, Patch Test
	Database	DEV1, UNT1, BLD1, PTCH
Test	Application	Systems Test, Training, Conference Room Pilot
	Database	TST1, TRN1, INT1
Production	Application	Production
	Database	PROD, STST

  – IT Operations has other hardware production/operations requirements that may be additional requirements

- Indicate any unique systems (i.e. Hot Standby, Clustering, Redundancy, etc.)
  – None other than what has been stated in the FMS Technical Architecture document dated 3/12/00.
  – IT Operations will provide additional requirements for other enterprise standards.

- Indicate the Operating system for each platform
  – HP/UX

[Sample]

- Hardware Inventory (including model, serial #, asset #, etc.)
    – TBD by IT Operations

- Software Inventory (including version/rev. levels)
    - Operating System S/W
    - Database S/W
    - Application S/W

Component	Version Information[1]	Installation Tier	Number of Users
Operating System	HP-UX Version 11.0 64-bit	Data and Application Server	150
Compilers for HP-UX	C/C++	Data Server	1 (Svr)

Oracle Applications
   • **Oracle General Ledger**
   • **Oracle Payables**
   • **Oracle Receivables**
   • **Oracle Purchasing**
   • **Oracle Assets**
	Release 11.0.3	Application Server	150

Oracle Public Sector Applications
   • **Oracle Public Sector General Ledger**
   • **Oracle Public Sector Payables**
   • **Oracle Public Sector Receivables**
   • **Oracle Public Sector Purchasing**
	Version 3.3 for Release 11.0.3 of Oracle Applications	Application Server	150

Oracle U.S. Federal Financials
   • **Oracle U.S. Federal General Ledger**
   • **Oracle U.S. Federal Payables**
   • **Oracle U.S. Federal Receivables**
   • **Oracle U.S. Federal Purchasing**
	Version 3.3 for Release 11.0.3 of Oracle Applications	Application Server	150

Oracle RDBMS (Database)	Version 8.0.5	Data Server	25

Oracle Developer 2000
   • **Oracle Forms**
   • **Oracle Reports**
	Version 1.6.1
	Version 4.5.10
	Version 2.5.7
		Client	25

Oracle Application Server	Version 3.0.2	Application Server	5
Oracle Discoverer	Version 3.1.36	Database Server and Client	
Java-Enabled Browser[2]	Depends on Browser	Client	150
Oracle Applications Desktop Integrator	Version 6	Client	

- H/W Maintenance Provider (Is H/W on warranty or maintenance?)
    – TBD By IT Operations

- H/W Maintenance Service Level (8X5/7X24)   Repair Response Time?
    – TBD By IT Operations

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[1] These version numbers represent the software versions that are available and compatible at March 8, 2000. It is possible that by the time of installation and implementation newer compatible versions may be available.

[2] Either Microsoft Internet Explorer or Netscape can be used.

[Sample]

- To the extent this is determined by FMS requirements, this can be included in the SLA but we expect this will be determined by IT Operations as part of their standard maintenance contract.

- S/W Maintenance Provider
  - Oracle Corporation.

- S/W Maintenance Service Level (8X5/7X24)
  - Silver support (24x7) IAW software maintenance agreement

- Will CSC be responsible for the H/W & S/W Maintenance Coverage?
  - TBD by IT Operations for H/W
  - Oracle Corp. will provide S/W maintenance

- Obtain copies of ALL H/W & S/W Maintenance contracts that CSC will be responsible for
  - TBD by IT Operations

- Number of Administrators
  - Currently two project team DBAs

- Do administrators have Remote access to systems
  - Yes (required)

- Any performance analysis and/or reporting
  - Yes. FMS understand CSC may be able to provide some performance analysis and reporting capability for hardware, communications, and at the operating systems level. FMS will work with VDC and IT Ops to determine what the VDC can provide and this will be documented in the SLA. FMS DBAs will monitor applications and database performance using Oracle tools.

- Is there a Disaster Recovery plan?
  - FMS will provide database and application recovery procedures that can be incorporated into the overall Disaster Recovery plan managed by IT Operations.
  - Final DR plan TBD by IT Operations.

Operations:
- Operations involvement (Monitoring, problem resolution/management)
  - TBD by IT Operations
  - Yes. FMS understand CSC will provide all operations support. FMS will work with VDC and IT Ops to determine what specific operations monitoring, problem resolution/management the VDC can provide and this will be documented in the SLA. FMS will work with the VDC to document what monitoring is necessary.

- Number of operators that manage systems
  - TBD by IT Operations

- Does ops perform reboots
  - Yes

- Is there operator involvement:
  - Audit trail tape mounts
    - Yes
  - Job scheduling
    - Yes
  - Periodic Processing (i.e. weekly, month end, year end)
    - Yes

[Sample]

- Special business tasks (i.e. Special reports, microfiche tapes, etc.)
    – Yes

- Backup types (i.e. disk-to-disk, disk-to-tape, database, full, incremental)
    – Back-ups include: to tape, to disk, full, and incremental

- Backup Frequency
    – Weekly: Full
    – Daily: Incremental

- Number of tapes for each backup
    – TBD

- Backup Tape types?   Number of tapes in the backup pools?
    – TBD by IT Operations

- Off-site storage?   How often are tapes sent off-site?   When do tapes return?
    – Some of these answers may be driven by FMS requirements; however, we currently assume this will all be done in accordance with standard IT Operations requirements. As part of the SLA, more specific details will be developed.

- Is there any long term archival/storage of off-site tapes?
    – This may be driven by FMS requirements; however, we currently assume this will all be done in accordance with standard IT Operations requirements. As part of the SLA, more specific details will be developed.

- Hours of Availability
    – Online access: TBD
    – Batch access: TBD

- Current SLA's
    – FMS will work with IT Operations and the VDC to develop the SLA. FMS understands IT Operations has the lead on developing the SLAs (between IT Operations and the VDC) and will provide the required input (i.e. system requirements) as needed.

- Currently is there a formal Problem Management Process?
    – During development, the Call List will suffice if VDC support is needed. This process may be expanded prior to production.

- Currently is there a formal Change Control Process?
    – A formal Configuration Management process is being drafted which will be used during development and production. This will include a Change Control Process.

- Currently is there a formal Help Desk? Is this in scope?
    – No. Plans will need to be developed for helpdesk support.

[Sample]

Automation:

- Is there any automation?　　To what extent?
    - Schedule batch jobs via Oracle Concurrent Manager
    - Automated processing of GA forms is TBD

- What should be monitored?
    - TBD as part of the SLA

Facilities:

– This section TBD by IT Operations
- Input power for all systems
- Power connections (Hardwire or plug type)
- Power Specifications for each unit (KVA or max current)
- Cooling Specifications (BTU)
- Footprint of all systems
- Will any furniture come with the equipment (i.e. Tape racks, tables for monitors, Equipment racks, etc.)

Communications:

- Type of Network
    - TCP/IP

- Number of users
    - 150 estimated for Phase II

- What other customer location systems do these systems need to communicate with?
    - Guaranty Agencies and others TBD in follow-on phases.

- What other CSC location systems do these systems need to communicate with?
    - None as far as FMS is aware of.

Migration Strategy:

- Any business critical systems?
    - Not clear what this means. FFEL/GA and LEAPP are the first two loan programs, as well as Fixed Assets, to go into production on 10/1/00. The remaining loan programs will be implemented in Phase III (Oct 00 - Oct 01).
        - Are there test systems that can be used as swing boxes?
        - Will loaner equipment have to be used as swing systems?

- Any non-business critical systems?
    - Not clear what this means
        - Can equipment be turned off and moved to new location?
        - What is the downtime window?
        - What is the best time to accomplish this?

Special needs/concerns:

[Sample]